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REFUND & CANCELLATION POLICY

At Windermere Yacht Services Ltd, we are committed to providing exceptional port agency services in Nassau, The Bahamas. Our refund policy is designed to accommodate the specific nature of our services and the needs of our clients. Please review the following terms carefully:

Payments: Generally, payments are due after services are performed. We appreciate the trust that our clients place in us by paying post-service, allowing us to ensure satisfaction with the quality and completeness of our services.

Refunds: As a standard practice, refunds are not offered once services have been rendered. We endeavor to meet the highest standards of service delivery, and our dedicated team is here to address any concerns or issues that may arise during the course of service.

Pre-Paid Deposits: In exceptional circumstances, some agency services may require vessels or their managing companies to pre-pay a deposit prior to the scheduled port arrival. This is typically arranged to secure specialized resources or to guarantee service availability. In these specific situations, refunds or credits may be issued due to canceled stays or changes in the vessel's itinerary. Please view our policy on cancellations below.

Cancellations

If a port stay is cancelled prior to the vessel's arrival, we will offer a refund of any pre-paid deposits. The following conditions apply:

Notification: Cancellations must be communicated in writing at least 48 hours prior to the scheduled service date.

Processing: Refunds will be processed back to the original method of payment within 5 business days of the cancellation notice.

Fees: A cancellation fee may be retained to cover any incurred expenses or administrative costs.



Contact Us

For any questions regarding our refund or cancellation policies, or if you need to request a cancellation, please contact our customer service team at only@windermereys.com or visit our [Contact Us](#) page. We are here to assist you every step of the way.

At Windermere Yacht Services Ltd, we value your business and strive to provide flexible solutions tailored to the maritime industry's unique challenges. Thank you for choosing us as your trusted port agency service provider.